

155
7/12/10
(5)

Makaha

There have been NO violations since 2006. These Violations are for the New owner Mr. Cheng. He is not responsible for violations 1975-1996

4 weeks in 2006 and ordered to install Closed Circuit Television and Hire Monitoring Company to address the re-offending problems.

3 days 1997 for third offense

7 days in 1997 plus required to remove Mr. Tam from business and bar

Daniela's – They have no violations after 2005

2005 Forth offence in two years– 7 day suspension

2004 – 3 day suspension 12/13/04

2003 – No action taken on 11/4/03

Jazz Café'

2005 – 3 day Suspension

2004 - warning

Crossroads Café'

2009 Warning

2005 Warning

1998 Warning

Benjarong

1997 second Offense 3 Days

Donelan's

1997 First Offense – warning

Buscemi's Town Line Convenience

1997 first Offence - warning

7/12/10 (5)

Membership	Education Training	Gov't Affairs Legal	Trade Show	Restaurant Supplier Search	Events	Industry News & Info	Alcohol
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Serving Alcohol Responsibly

Class Schedule

"We benefit from the proactive approach to responsible alcohol service that The Educational Foundation's program provides. Our Hooters Girls experience increased professional confidence and pride in their knowledge, which translates into greater profits for us. The program is also easy to implement and provides highly effective training"

- Cheryl Whiting, Director of Training, Hooters of America, Inc.

LEVEL 1

ALCOHOL SERVER TRAINING

ServSafe Alcohol®

Sponsored in part by a generous grant from:

Learn more about the ServSafe Alcohol® program, how to become a certified instructor and products available by visiting the NRA Educational Foundation website at www.nraef.org.

For class schedules and registration information, see below.

Serving Alcohol Responsibly

By training employees in responsible alcohol service with ServSafe Alcohol®

- Empower employees to take positive action, instill confidence
- Ensure a positive experience for your guests
- Increase safety and profitability
- Decrease liability costs - and more!

The purpose of the ServSafe Alcohol® - Serving Alcohol Responsibly Program is to give servers the information they need to understand and implement the responsible service. Servers should leave the program confident in their ability to make sound decisions and deal with guests.

Safety on Tap

Protect yourself, your operation and your employees from legal actions resulting from improper alcohol service, with ServSafe Alcohol® - Serving Alcohol Responsibly from the Educational Foundation of the Massachusetts Restaurant Association.

You have A Lot To Lose

Courts may hold you and your employees liable for alcohol-related motor vehicle accidents involving customers after leaving your establishment. Responsible Service helps you assess policies and procedures which may provide a strong defense.

Get the Industry's Most Complete Training

ServSafe Alcohol® - Serving Alcohol Responsibly provides the industry's comprehensive training for your managers, bartenders and servers.

Increase Check Averages

Increase Check Averages

ServSafe Alcohol® teaches your servers selling techniques that increase beverage sales and tips.

A Program That Pays Off - Literally!

Reduce the cost of your liability insurance and the amount of property damage using ServSafe Alcohol®. Many insurance carriers offer discounts of 10-20% or more.

Increase your business and decrease your liability. Call the MRA at 1-800-852-3042 to register.

Overview of the Program

- "The Law & Your Responsibility"
Liquor codes and civil liability
- "How Alcohol Affects the Body"
Monitoring the guest
How alcohol is absorbed and metabolized by the body
- "Responsible Service of Alcohol"
Guest awareness
Identification of minors
Recognizing drinking levels
Responsible pouring policies
How to develop an incident reporting system

Who Should Attend?

- Bartenders (beginners and experienced)
- Cocktail Servers
- Dining Room Supervisors
- Waiters, Waitresses

What Do I Get?**An Information-packed Seminar**

This four hour-Program is led by an experienced trainer with extensive experience as a bartender and server. The material is presented in an interesting and entertaining manner from a trainer who's "been there and done that" in the trenches.

ServSafe Alcohol® Certificate Participants who successfully complete the ServSafe Alcohol® - Serving Alcohol Responsibly Program and examination receive **Certification of Completion from the Education Foundation of the Massachusetts Restaurant Association**. This third party credential is kept in a permanent file and serves as verification of pro-active training. The examination is held at the conclusion of the seminar.

ServSafe Alcohol® Server Training Class Schedule

Date	Time	Place
Mon., July 6, 2010	12:00pm - 4:00pm	Hampshire House
Mon., July 19, 2010	9:00am - 1:00pm	Cape Codder Restaurant
Thurs. Aug. 26, 2010	4:30pm - 8:30pm	MRA Office, Springfield

Thurs., Aug. 20, 2010	4:30pm - 8:30pm	MRA Office, So
Mon., Aug. 30, 2010	9:00am - 1:00pm	Cape Codder R
Mon., Sept. 13, 2010	12:00pm - 4:00pm	Hampshire Hol
Wed., Sept. 15, 2010	4:30pm - 8:30pm	MRA Office, So
Wed., Oct. 13, 2010	4:30pm - 8:30pm	MRA Office, So
Tues., Nov. 9, 2010	12:00pm - 4:00pm	Hampshire Hol
Wed., Nov. 17, 2010	4:30pm - 8:30pm	MRA Office, So
Mon., Dec. 6, 2010	9:00am - 1:00pm	Hampshire Hol

Registration at least 2 weeks prior to class is recommended.

Due to a generous grant from the Hospitality Mutual Insurance Co. (HMIC) of ServSafe Alcohol® classes has been reduced.

ServSafe Alcohol® Course Cost:

MRA Member AND insured by HMIC: \$25 per person

MRA Member OR insured by HMIC: \$30 per person

Non-MRA Member nor insured through HMIC : \$35 per person

Please note: prices are subject to change.

We can bring the class to you!

If you have 15 or more employees to train, we can bring the class to you. ServSafe Alcohol® Training Programs are available for the same pricing as listed above with no instructor fee required. To register or schedule an in-training program, call the MRAEF at 800-852-3042.

To schedule classes or for questions, email

tzibell@massrestaurantassoc.org or call us toll-free at 800-852-3110.

MRA Course Registration Office Hours

Monday, Wednesday, & Thursday: 9:30am-4:30pm

Friday: 9:00am-1:00pm

Privacy, Payment Security, and Refund Policies